



USAG FRANCONIA

TEAM OF TEAMS



**Government Travel Card
(GTC) Cardholder Training**



Agency / Organization Program Coordinator (A/OPC)



**The A/OPC for the USAG Franconia is located at the
Resource Management Office, Wuerzburg**

DSN 351-1410 or CIV 0931-889-1410

or

DSN 351-4794 or CIV 0931-296-4794

E-mail: TravelCard@cmtymail.98asg.army.mil

**Location: Wuerzburg,
Faulenberg Kaserne,
Building 208, Room 104-106
USAG Franconia RMO, Unit 26622,
APO AE 09244**



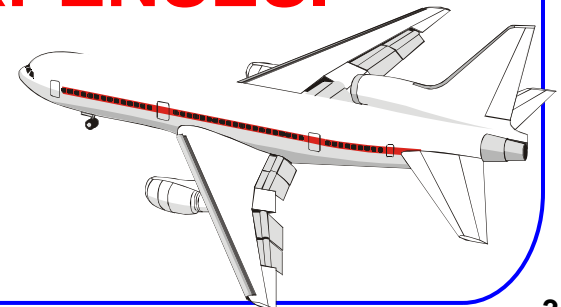
TEAM OF TEAMS



IN-PROCESSING PROCEDURES IF YOU HAVE A GOVERNMENT TRAVEL CARD (GTC)



- Contact the A/OPC through your resource management office or comptroller.
- Transfer GTC account to new A/OPC.
- Contact Bank of America immediately to change previous address.
- **DO NOT USE CARD FOR PCS EXPENSES.**





APPLYING FOR A GTC

- **Request an application through A/OPC. Fill out application and have supervisor sign.**
 - Check the appropriate box at the top of the application (i.e., new or established account).
- **Initial all statements on the Statement of Understanding and have supervisor sign.**
- **Send application packet to USAG Franconia RMO, Attn: GTC A/OPC, Unit 26622, APO AE 09244**



FOLLOW-UP PROCEDURES UPON RECEIPT OF GTC



- Follow instructions given by the bank with the credit card.
- Check to see if you have a personal identification number (PIN) – if not, contact the bank.
- Call A/OPC and notify her/him of receipt of card.
- Ask A/OPC if your card is standard or restricted.
- Ask A/OPC to brief you on how the card is used.

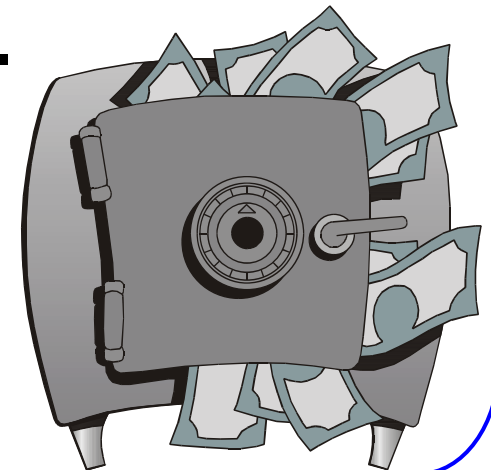




“STANDARD” GTC

- **\$ 5,000.00 credit limit**
 - **\$ 515 cash from ATM**

NOTE: Avoid making cash withdrawals to pay for expenses that can properly be charged to the card.





“Restricted” GTC

- **Contact A/OPC to activate card prior to use.**
- **\$ 2,000.00 credit limit**
 - **\$ 265.00 cash from ATM**

NOTE: Avoid making cash withdrawals to pay for expenses that can properly be charged to the card.





WHEN TO USE THE GTC

- Only for **OFFICIAL** government TDY travel.
- When the cost of TDY is **NOT** already provided and paid for.
- Away from your duty station in TDY status.
- ATM Advances will **NOT** be obtained earlier than 3 working days before scheduled travel.





HOW TO USE THE GTC

- **Present card to merchants to pay for lodging , food and other allowable reimbursable expenses.**
- **Present card to bank teller for cash withdrawals.**
- **Card can be used at ATMs by keying in a PIN (you must have a PIN number.)**
- **Do not use card to pay for training expenses unless directed to do so. Check with your A/OPC.**

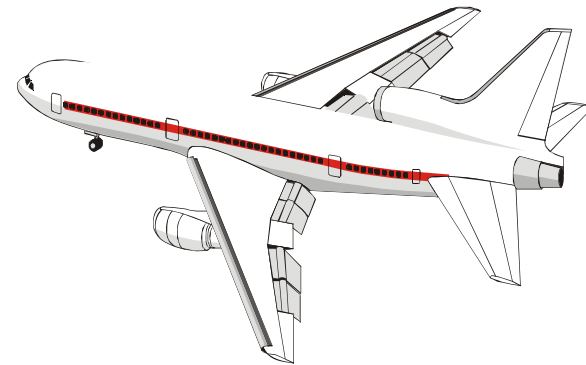




Using the GTC to Purchase Transportation Tickets



- DOD travel regulations require cardholders to use the GTC for all official transportation (airline tickets, train tickets, rental cars) connected with TDY travel.
- Tickets must be purchased through the approved commercial travel office (CTO), which is SATO Travel in Europe.





ILLEGAL USE OF THE GTC



You may **NOT** use the card

- **FOR PERSONAL USE**
- **For PCS expenses**
- **For renewal agreement travel, home leave, or medical travel**

Abuse is a violation of DoD regulations and is punishable under the UCMJ or equivalent civilian law.

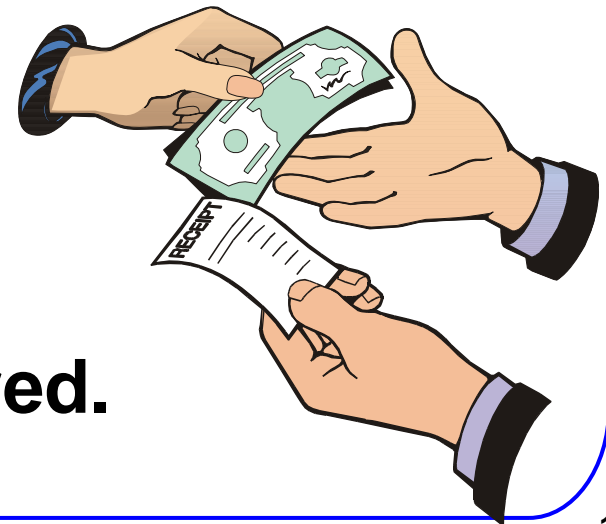




WHEN TO SETTLE TDY TO PAY GTC

Upon return from TDY:

- Mark **Split Disbursement** on your settlement claim (DD Form 1351-2) and enter amount to be paid to your travel card account.
- If **TDY is longer than 30 days**, a partial settlement claim **MUST** be submitted every 30 days until TDY is completed. Then a final settlement is required.

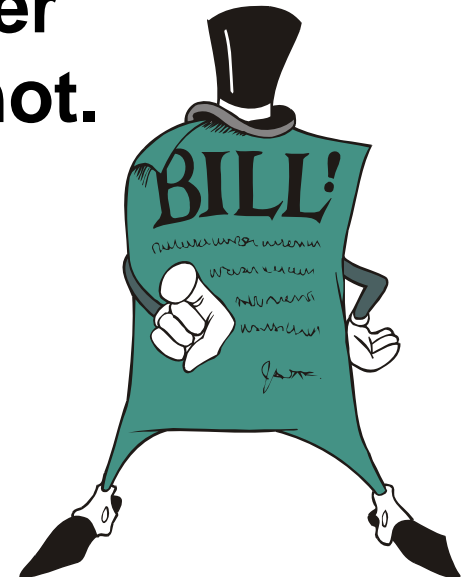




HOW & WHEN TO PAY YOUR BILL

The cardholder is **personally** responsible for timely payments.

- Always use split disbursement.
- The bill **must** be paid in full by the billing date on the account statement whether travel settlement is received or not.
- The bill can be paid by mail, phone, at a local bank, or online at www.myeasypayment.com





PAY BY PHONE SERVICE

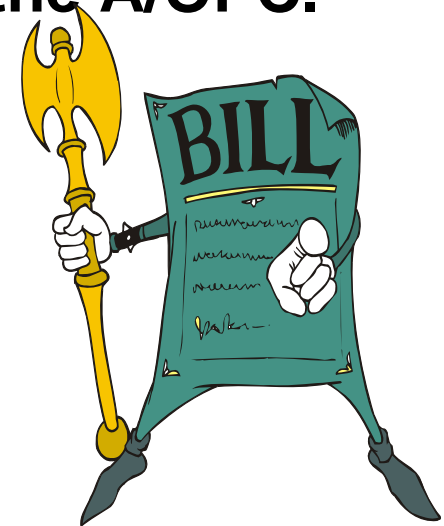
- Cardholders may elect to pay by phone.
- Phone service is a fee of **\$10.00**.
- Payment is posted within 24 to 48 hours.
- Phone number is toll free at 1-800-472-1424.
- This fee is not a reimbursable expense to the government.



CONSEQUENCES OF LATE PAYMENTS

You are reported **DELINQUENT** with payment to your A/OPC by the bank.

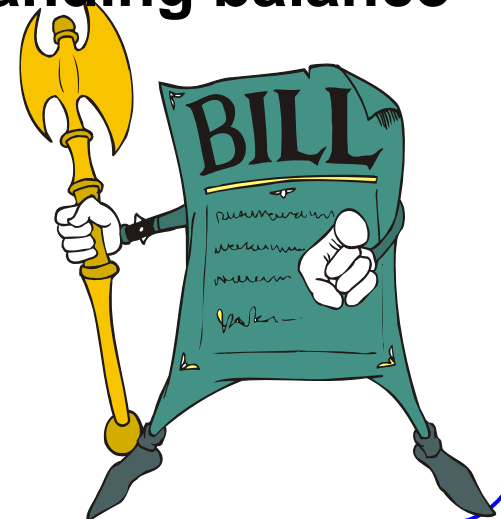
- You are **PENALIZED** with late fees/interest charges.
- When you are delinquent more than 30 days, you will be **REPORTED** to your commander by the A/OPC.
- After 60 days, your card privileges are **SUSPENDED** by the bank and you are reported to your commander again.





CONSEQUENCES OF LATE PAYMENTS Cont'd

- A two-time suspension can cause your A/OPC to close your account for further usage within this command.
- After 120 days, the card is **CANCELLED** and your account is permanently **CLOSED**. Your name is reported to DFAS to collect any outstanding balance due from your pay.
- You will **NOT** be able to obtain a GTC again.





EXPENSES NOT ELIGIBLE FOR REIMBURSEMENT



- Returned Check Fee.
- Phone Payment Service Fee.
- Delinquent Fees.
- Administrative fees for processing bad debt.





OUT PROCESSING PROCEDURES IF YOU HAVE A GTC



- **NOTIFY** A/OPC of date of PCS/ETS and change of address.
- Bring clearing papers and a copy of orders to A/OPC for stamp and signature.
- Ask to be briefed on procedures for next duty station.





Bank of America GTC Customer Service



- The toll-free number is 1-800-472-1424.
- Electronic voice will prompt you to enter your 16-digit card account number.
- If unable to call toll-free, call collect at 757-441-4124.

